

Board of Trustees

Regular Session

August 27, 2024



Agenda

- Call to Order
- Roll Call
 - Attendance by Other Means/Virtual – Roll Call Vote
- Pledge of Allegiance and Mission Statement
 - Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy, and the environment.
- Public Comments

Consent Agenda

- Approval of Regular Session Minutes for June 25, 2024
- Approval of Regular Session Minutes for July 30, 2024
- Approval of Special Session Minutes for August 8, 2024
- Approval of Financial Information for June 2024
- ~~Approval of Financial Information for July 2024~~ — *delayed due to year end closing*
- Monthly Statistical Reports for June 2024
- Monthly Statistical Reports for July 2024
- Cardinal Infrastructure: Federal Reports
- Cornerstone; Illinois Weekly Updates

- Roll Call Vote

Committee Reports

Finance Committee:

Trustee Singer
Vice Chair Hile

Operations & Planning

Committee:

Trustee Foster
Trustee Rao

Marketing & Communications

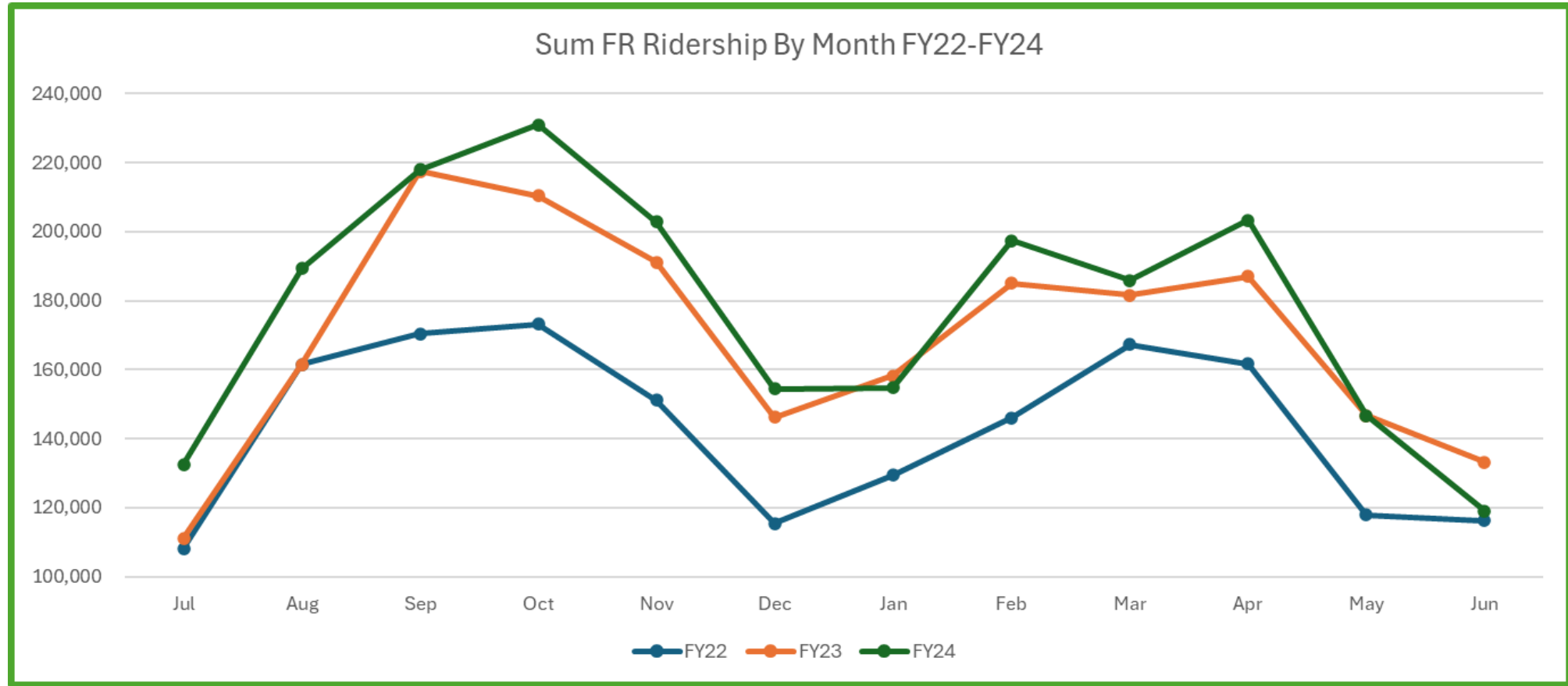
Committee:

Trustee Buchanan

New Business

- System Performance Update - Informational

FY 24 System Performance



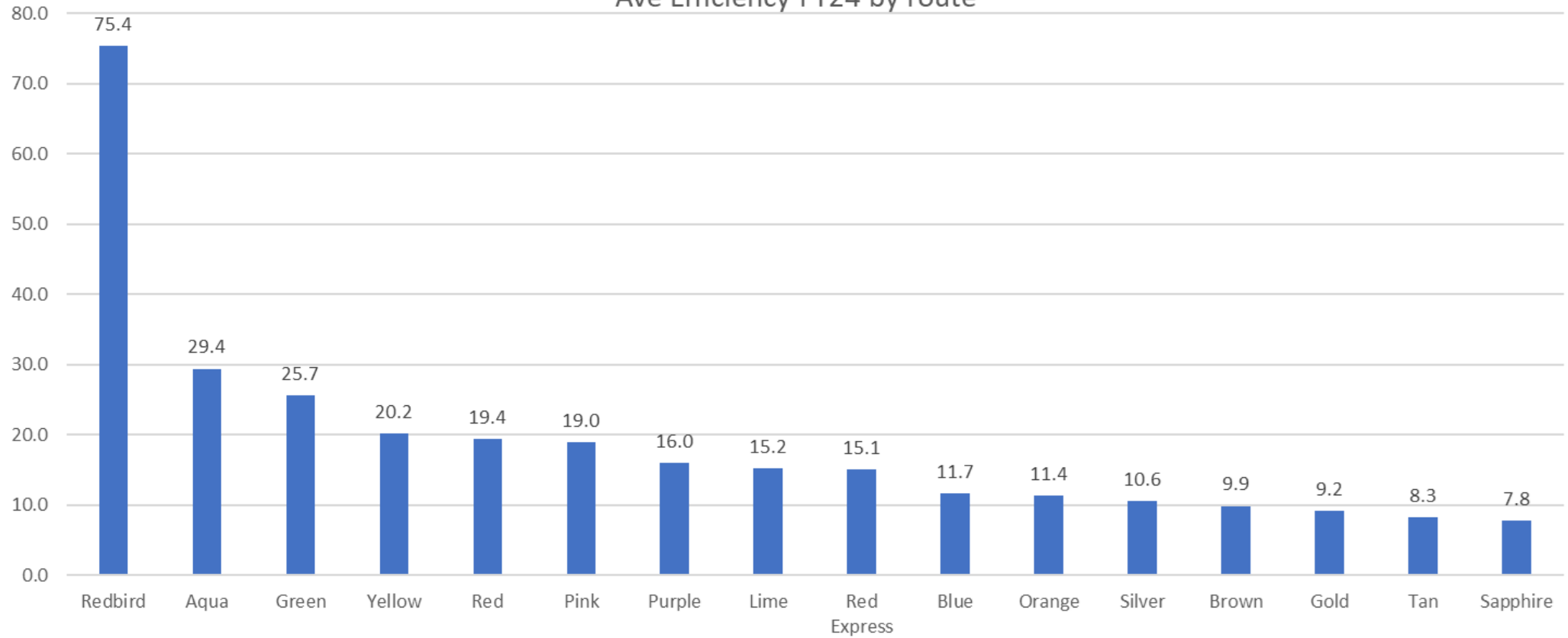
FR Ridership
2,135,255
 +5.2%

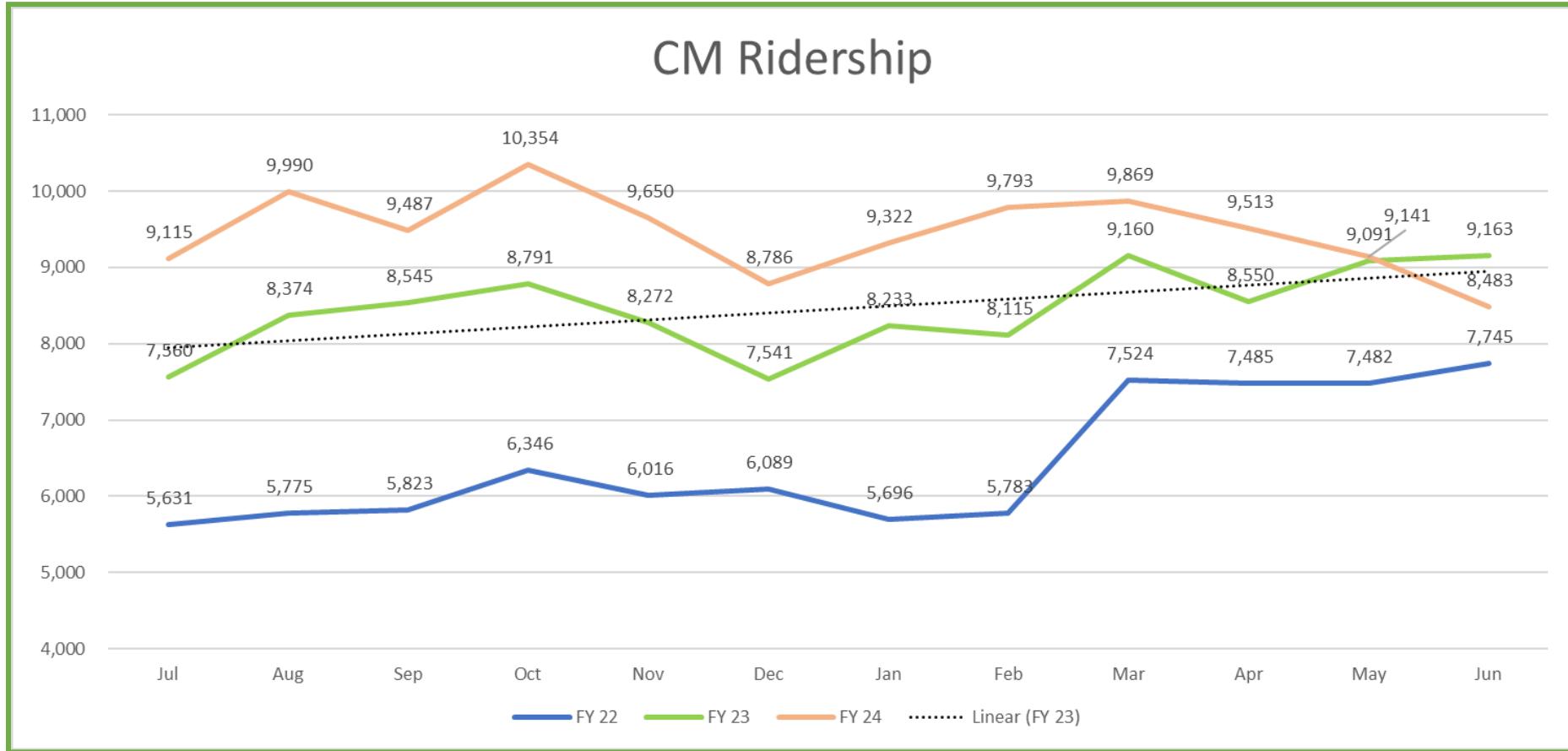
FR Rides per Hour
18.77
 +0.57%

FR On-Time Performance
92%
 -0.62%

FR Subsidy/Trip
\$5.36
 -7.77%

Ave Efficiency FY24 by route





CM Ridership

117,007
+15.40%

CM Rides per Hour

2.42
+6.56%

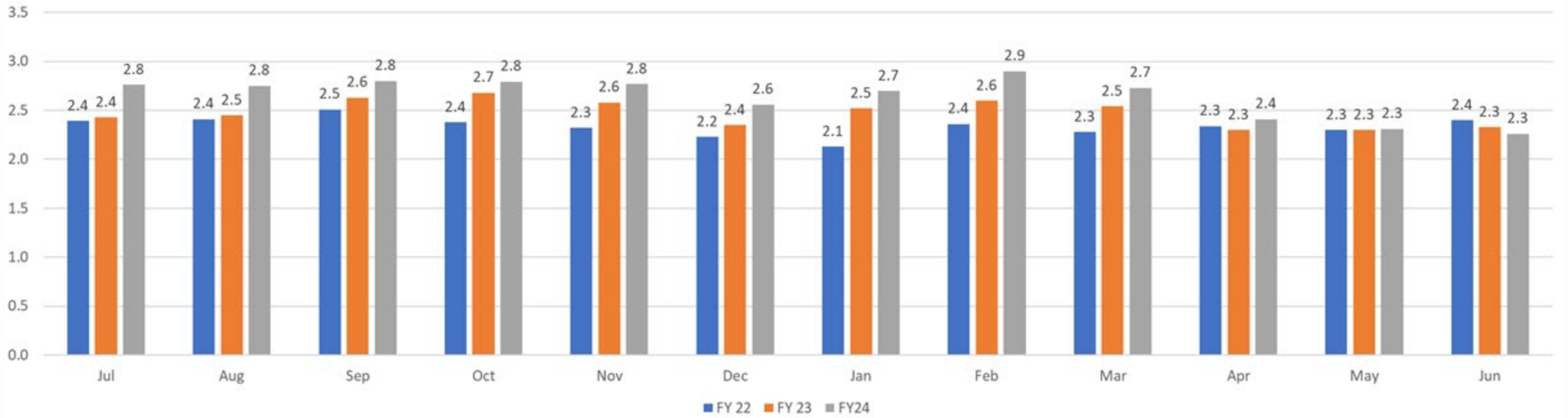
CM On-Time Performance

97%
-1.31%

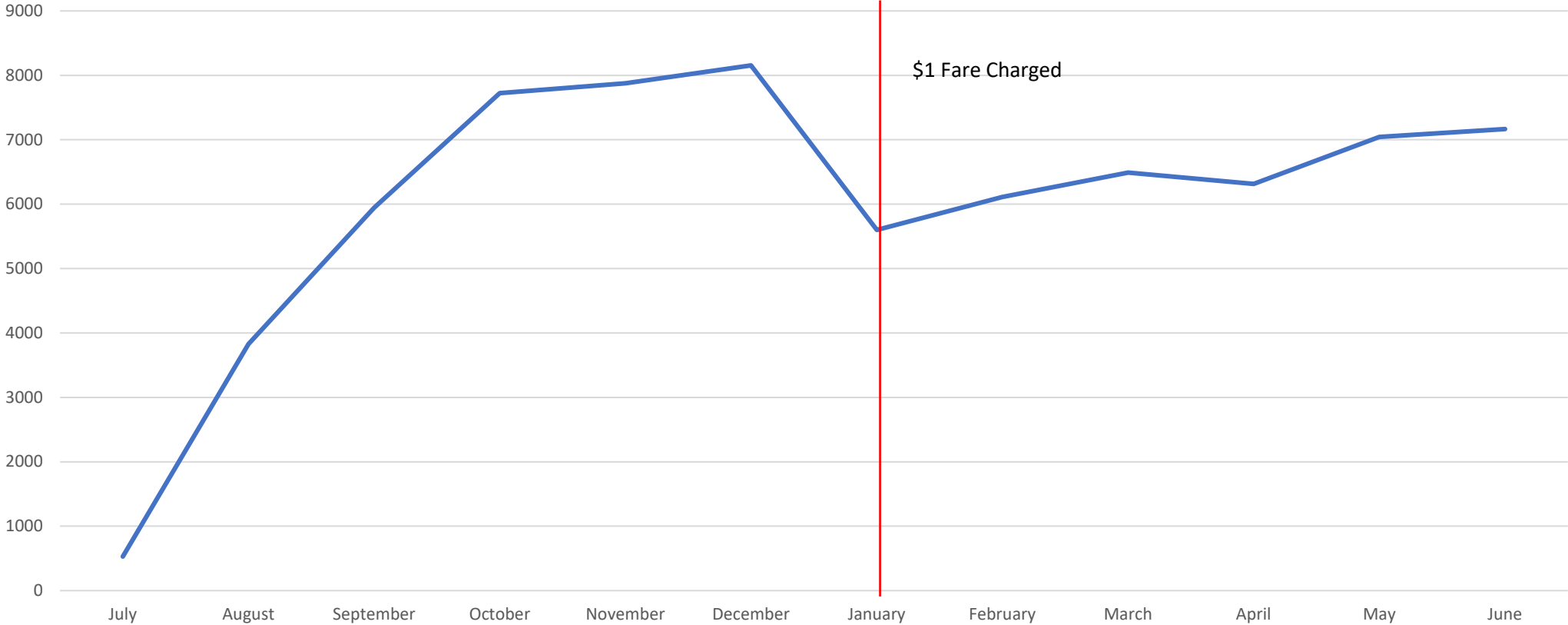
CM Subsidy/ Trip

\$26.24
-25.09%

CM Efficiency

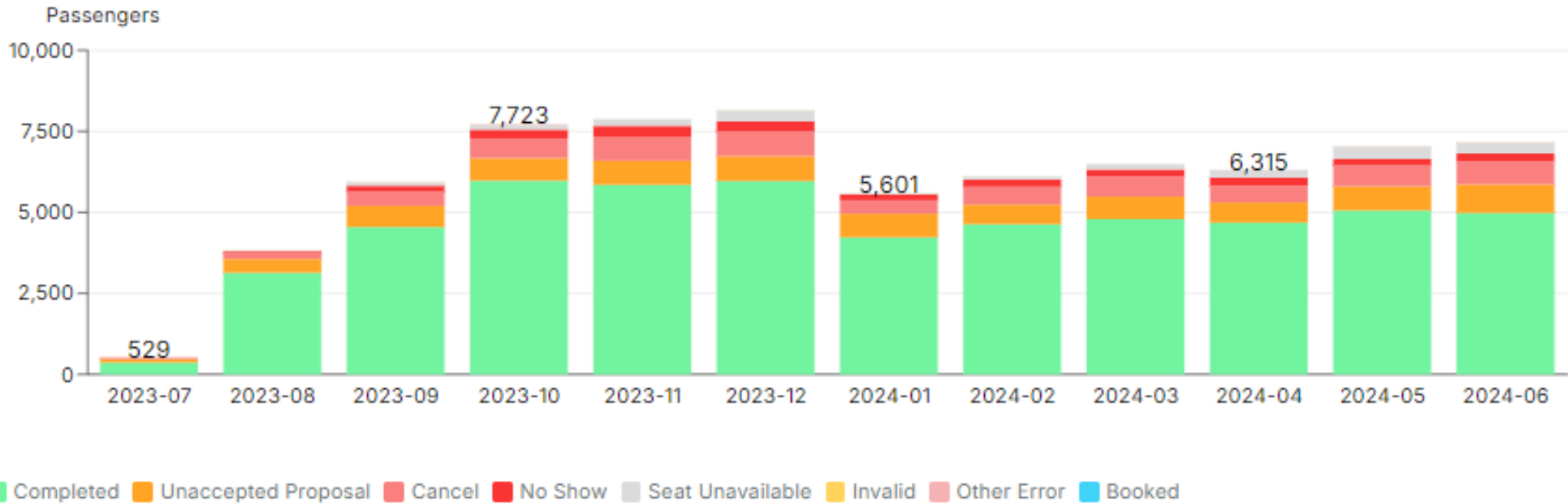


Connect FLEX Total Ridership



Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.



CF Ridership

54,232

CF Trips per Hour

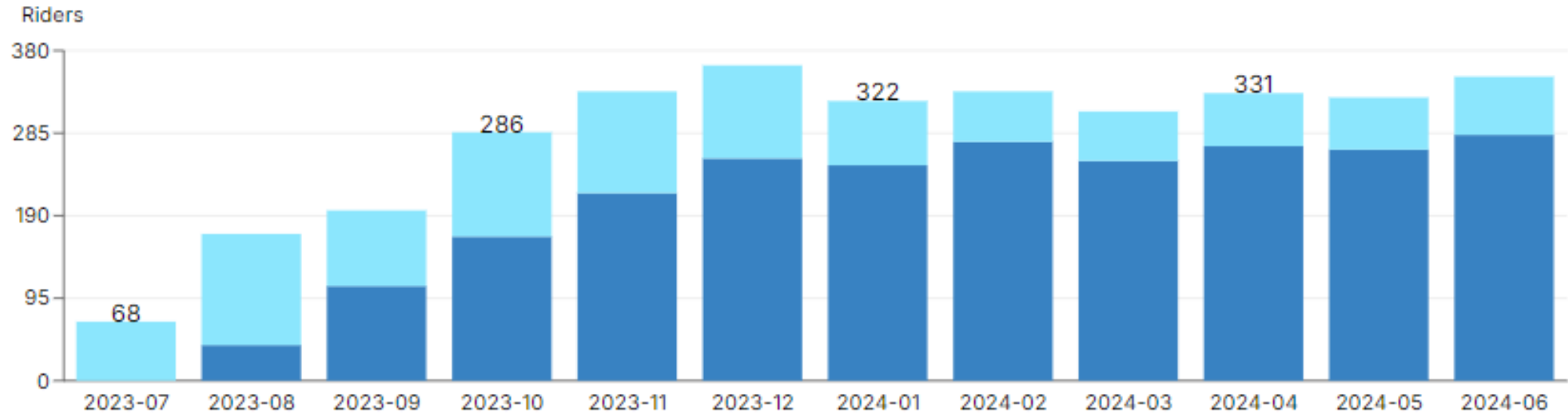
5.5

CF Subsidy/ Trip

\$15.02

Active Riders

Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning riders).



Avg. Pick-up
Time
11.3 min

Avg. Ride
Duration
9.2 min

Avg. Ride
Distance
2.6 miles

Average
Rating
4.9

Five-star
Ratings
95.2%

Chairman's Report

Managing Director's Report

Strategic Plan Scorecard

	Activities	Timeline	Status	Notes
	Goal 1: Gain Public and Political Support.			
	Objective 1: Create and Define a Community Wide Communications Plan.			
	Develop a messaging plan with themes that can be used to encourage support of transit among multiple groups of constituents.	January 2024 – March 2024	Complete	* Presented to and approved by Board, February 2024
X	Develop a marketing plan with campaign target, campaign purpose, communications strategies (media, events, etc.) to be used, and campaign timeline.	March 2024 – June 2024	Partially Complete	* Presented to Board in July 2024
	Implement marketing plan.	July 2024 – June 2026	Pending	* currently interviewing for new Marketing Manager
	Objective 2: Expand the Board's Role to Advocate on Behalf of Connect Transit.			
	Establish committee structure.	January 2024 – March 2024	Complete	* Presented to and approved by Board, February 2024
	Codify strategic goals.	Mar-24	Complete	* Presented to and approved by Board, March 2024
	Develop Board Handbook to provide a central location for Board information.	Jul-24	Complete	* Draft to Board in May * 1:1 Meetings * Presented to Board in June
X	Communicate “talking points” to the Board concerning Connect Transit services and issues facing Connect.	Monthly and as needed.	In process	* August workshop for Communication Protocols
	Develop “speakers bureau” to speak to groups (philanthropic, neighborhood, business, non-profit) in our service area and to communicate a consistent message.	July 2024 – June 2027	Pending	
	Objective 3: Develop and Expand Community Partnerships.			
X	Identify opportunities or partnerships that benefit Connect Transit, partners, and our community.	May 2024 – June 2025	In process	* EDC One Voice trip in 2024 * Veteran's Parkway Evaluation * Next Move Illinois (State Public Transportation Plan) participation * Town of Normal Sustainability Plan participation * Salvation Army Good Cities program participation * Chamber InterCity Leadership Visit to Grand Rapids * Table Captain for Chamber's RAMP Event.
	Conduct “summit” meetings to gather partners with similar interests together (business, education, non-profits, medical community, ADA community, transportation providers, arts community, etc.) to identify opportunities and methods to meet need, if any. Develop on-going relationship with community partners.	May 2024 – June 2025 and on-going as needed.	In process	* Convened meeting with Normal Township, Agency on Aging, VA and others to discuss need for adult day programming with potential of using downtown lease space. * Facilitating meeting with Salvation Army, Lifelong Access and Chestnut to identify service needs in Downtown. * EV Industry Collaborative and Open House - Speaker and tour of CT
	Objective 4: Expand Opportunities for the Community to Engage			
X	Continue attempts to develop “Ambassadors” and ad-hoc focus groups to provide insight into issues faced by the transit system (route changes, fares, campaigns, transit centers).	July 2024 – December 2024	Pending	* Developing plan for ad-hoc groups of students needing public service hours to assist with outreach events.
	Conduct transit center outreach.	July 2024 – December 2026	Pending	

	Activities	Timeline	Status	Notes
	Goal 2: Ensure Long-Term Financial Sustainability.			
	Objective 1: Continue to Secure Federal, State, and Local Dollars.			
	Participate in structured legislative groups and trips to Washington, DC, and Springfield.	When legislatures are in session 2024 – 2027	In process	*Attended IPTA "Transit Day" at the State Legislature * APTA Legislative Conference * EDC One Voice trip in 2024 *Active on IPTA Legislative Committee
x	Provide elected officials with opportunities for tours, speaking engagements, ribbon cuttings, ground breakings, etc.	2024 – 2027	In process	* Congressman Sorenson visit in January 2024 * Senator Durbin quote in press release 5/2024 * FLEX Celebration with Congressman Sorenson, Mayor.
	Aggressively pursue funding opportunities from federal, state, and local funding agencies, as well as non-traditional sources.	2024 – 2027	In process	* RAISE Grant was unsuccessful * Bus and Bus Facilities Grant was unsuccessful * Earmark requests was included in Federal FY25 Budget * Seeking available sources for state funding for solar microgrid
	Use federal and state funds to provide a broader benefit to more constituents.	As grants are prepared and awarded: 2024 – 2027.	In process	* Actively pursuing project with Heartland CC and IDOT to extend storage and training center grants. * Earmark request was included in Federal FY25 Budget for solar battery
	Objective 2: Diversify Revenue Streams.			
	Identify non-traditional methods to increase local operating revenues without adding burden to the City and Town.	FY25 – FY27	In process	* Developing solar microgrid plans, and other non-governmental sources of funding
	Objective 3: Continuously Evaluate Cost Management Strategies.			
x	Identify methods to reduce operating costs without having an impact on our ability to serve the needs of passengers and the community.	FY25 – FY27	In process	* Developing solar microgrid plans * Transferred funds into interest bearing Illinois Funds account.
	Objective 4: Regularly Evaluate Fare Structure for Long-Term Sustainability.			
	Evaluate subsidy per passenger against other revenue streams.	Annually at the beginning of each fiscal year	Pending	
	Consider the effect of fare and fare collection changes on ridership and revenue.	Annually at the beginning of each fiscal year	Pending	

	<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
	Goal 3: Leverage Projects and Initiatives for a Positive Customer Experience.			
	Objective 1: Complete a State-of-the-Art Downtown Bloomington Transit Center With Modern Facilities			
x	Select A&E with transit experience that understands the needs of transit operations and has experience with transit facilities in an urban environment.	May-24	Past	* A&E contract recommended for award, and approved by Board 8/8/2024 and IDOT
x	Establish a Downtown Transit Center Steering Committee with whom to share thoughts and ideas for feedback relating to business, social service, customer amenities, and vehicle movements.	July 2024 – June 2026	Pending	* Sent invitations to participate in Stakeholder Group
	Objective 2: Optimize the User Experience.			
	Investigate and pursue ways to make riding easier, more convenient, and more understandable.	FY25 – FY27	In process	* RFP for fare collection system prepared and distributed.
	<i>Activities</i>	<i>Timeline</i>	<i>Status</i>	<i>Notes</i>
	Goal 4: Operate Efficiently Without Sacrificing Service Quality.			
	Objective 1: Maintain a Positive Culture of Safety.			
	Develop and implement initiatives that maintain safety at the “top of mind”.	FY24 – FY27	In process	
	Objective 2: Regularly Evaluate and Utilize Technology and Data Driven Solutions for Long-Term Optimization.			
	Create a technology policy and plan that documents the age of hardware and software, defines a process of documenting and resolving technology issues, and evaluating the effectiveness of the technology based on frequency of failure/downtime, vendor support, and impact on passengers and employees.	FY25 – FY27	Pending	* Consultant analysis of radio system for assistance with RFP (Durbin earmark funds)
	Objective 3: Position Connect Transit to Provide Solutions for Changing Service Demands.			
	Continually analyze service performance, City and Town growth plans, large employer locations and work shifts, and changing demographics to identify appropriate methods to meet various needs, as necessary and practical.	FY24 – FY27	In Process	* Communications with Rivian employees concerning service and shift times. * Proposal to modify FLEX service to reduce short trips.

Community

- **Outreach:**

- Congressman Sorensen Press Visit
- Pride Fest
- Young Fan Field Trip
- Back2School Alliance Shuttle
- HCC Welcome Fair
- ISU Bus Photo Shoot
- Bloom School Field Trip Pass
- Chamber RAMP Event – Table Captain

- **Employee Morale:**

- August employee birthdays & work anniversary celebrations



Professional Development

- 2024 APTAtech Conference:
 - Attended by Steve Stockton, IT Manager
 - Cybersecurity is more important than ever. CISA and TSA have tools and best practices available for all agencies to utilize.
 - Due to increased SAAS, security, and cheaper cloud storage, most agencies are going to a Hybrid Cloud/On-premises model.
 - The role of AI in transit is increasing exponentially, especially in planning and data analytics.



Recruiting

- Positions Open
 - AP/AR Clerk (1)
 - Bus Operator (11)
 - Dispatcher (1)
 - Maintenance Supervisor (1)
 - Marketing Manager (1)
 - Mechanic (1)
 - Scheduler (1)
 - Service Technician (2)
 - Technology Support Specialist (1)



Recruiting

- Positions Filled
 - Customer Service Rep. (1)
 - Service Technician (1)
 - Transit Planner (1)
 - Operations Supervisor (1)
 - Justin Allen, S&T Coordinator to O.S.
 - Scheduler (1)
 - Jeremy Schou, Dispatcher to Scheduler

**WELCOME
ABOARD**

Reminders

- Updated/New Board Photos
 - Please set up an appointment with Board Clerk
- Employee Awards Banquet
 - Please RSVP using QR code provided or link in calendar invite.



Agenda

- Trustee Comments
- Executive Session – N/A

Agenda

- Adjournment
 - Roll Call Vote
- Next Meeting: September 24, 2024